DOCUMENT RESUME

ED 413 423 CE 074 969

TITLE	Beyond Duct Tape and Baling Wire. Building an Effective Literacy Program.
INSTITUTION	Laubach Literacy International, Syracuse, NY.
PUB DATE	1997-00-00
NOTE	141p.
AVAILABLE FROM	New Readers Press, Box 131, Syracuse, NY 13210-0131; 800/448-8878 ($29.25 plus shipping and handling).
PUB TYPE	Guides - Non-Classroom (055)
EDRS PRICE	Document Not Available from EDRS.
DESCRIPTORS	Adult Education; *Adult Literacy; *Business Administration; Continuing Education; Employer Employee Relationship; *Fund Raising; Governing Boards; *Literacy Education; *Organizational Development; *Program Administration; Program Development; Public Relations; Staff Development; Work Environment
IDENTIFIERS	*Laubach Literacy Action

ABSTRACT

Developed by Laubach Literacy Action (LLA), this book is designed to help literacy programs develop professionalism, improve program quality, and operate their programs like businesses. Based on LLA's National Quality Standards for Volunteer Literacy Programs and the premise that tutoring services are enhanced by efficient program management and development, this handbook contains samples, resources, and information gathered from many literacy programs and workers. The book is organized in 11 chapters that cover the following: (1) organizational structure (agency based or community based); (2) governance--the board of directors; (3) business management; (4) human resource management; (5) facilities management; (6) instructional management; (7) assessment and evaluation; (8) training and development; (9) strategic planning; (10) resource development; and (11) public relations. (KC)

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